

ID	Start time	Overall	Why did you give your answer?	Could we have done better?
1	7/1/25 11:48:20	Very good		
2	7/2/25 9:32:43	Very good		
3	7/2/25 13:16:31	Very good	Received a very pleasant reception, dr had good bedside manner	Quicker appointment
4	7/2/25 16:17:12	Very good		
5	7/2/25 17:51:26	Very good	GP, was very professional and courteous , he advised me on everything before carrying out a minor procedure to remove a Cyst on my upper back. First class service ,as always.	
6	7/2/25 21:55:24	Very good	Very thorough, clear and attentive to my needs. Felt at ease and well looked after.	Great service no improvement in this instance
7	7/3/25 9:31:40	Very good	GP listened to me and diagnosed me in a friendly and personal manner.	
8	7/4/25 8:46:06	Good	Had time for you mo	Nothing really
9	7/4/25 9:03:56	Very good	Very friendly and professional	
10	7/4/25 9:27:14	Very good	The nurse who saw me not only made me feel comfortable but showed care in what she was doing and had a very pleasant and understanding attitude.	Nothing all was fine from reception to being seen from the nurse.
11	7/4/25 10:13:30	Very good	Organised, knowledgeable, explained everything clearly, bright and pleasant manner.	Already perfect.
12	7/5/25 16:51:05	Very good	All of my visits at the surgery were great so far after moving from a different local GP practice. I was able to book visits in a timely manner and all of the professionals were friendly and helpful.	
13	7/9/25 8:40:34	Good	Speaking to me a bout my asthma	Do not know

14	7/9/25 9:32:33	Very good	I was greeted in a friendly and efficient manner by the receptionist, I was seen within 10 minutes of my appointment time and the doctor was excellent.	
15	7/9/25 12:42:21	Very good	Empathetic and considerate to my concerns	Nil
16	7/9/25 23:32:08	Very good		
17	7/10/25 9:45:51	Very good	Feel my problem is gradually being sorted	No
18	7/10/25 11:31:43	Very good		
19	7/10/25 15:20:03	Very good	Dealt with my needs well	Nothing
20	7/11/25 17:42:30	Very good	GP explain what the problem was and offered a solution	
21	7/12/25 10:58:56	Very good	Pleasant, friendly reception staff and lovely, empathetic doctor who always listens and is attentive to my concerns.	Appointments never really on time and always run over generally 10/15 mins plus but not an issue as I don't mind waiting and you don't feel rushed in appointment which is nice.
22	7/12/25 11:44:16	Very good	Friendly, professional, caring, and kind. Felt listened to very happy with the experience.	Nothing better. First class from reception staff to doctor
23	7/15/25 9:51:59	Very good	Doctor was attentive, understood my situation, examined me and gave a diagnosis.	Getting an appointment.
24	7/15/25 14:50:29	Very good	Reception stand friendly and welcoming, nurse was really nice and took the time to explain everything to me properly.	
25	7/16/25 9:47:51	Very good	Appointment easy to make. Seen on time. Informative.	Nothing
26	7/16/25 15:50:09	Good	Waiting time was not too long. Procedure and possible outcomes was explained well.	

27	7/16/25 16:22:52	Very good	Excellent doctor who explained everything clearly and administered treatment without any pain. Also advised on helpful exercises.	I waited almost 20 minutes in reception with no guidance.
28	7/16/25 17:29:59	Very good	The nurse was very patient and careful with the procedure. I always felt in control of the situation and able to stop it if necessary. Extremely professional and pleasant lady.	Nothing
29	7/16/25 20:27:44	Good	Because I found the experience good luck. Ju	Just wish u could get through on the same day f appointments . Not having to wait 3 days . Just wish it could b how it once was b f thank u
30	7/17/25 9:43:47	Very good	My appointment was with the nurse. Very pleasant. Explained everything.	
31	7/17/25 10:19:25	Very good	Because I was seen on time	
32	7/17/25 13:23:31	Very good	The Doctor was first class.	Everything very good as usual.
33	7/17/25 15:25:42	NGNP	No treatment given on this visit	Non
34	7/18/25 9:35:44	Very good	Brilliant doctor. So helpful and understanding.	N/a
35	7/18/25 11:31:08	Very good	On time and very helpfull .Great appointment	
36	7/18/25 12:09:52	Very good	On Time appointment. Friendly approachable doctor and staff	

37	7/18/25 14:24:57	Very good	Promptness, Healthcare professional was excellent and explained reason for appt, was knowledgeable and familiar with my medical history. Extremely good.	No
38	7/22/25 16:34:43	Very good	Reception and doctor very helpful	N/A
39	7/22/25 17:01:23	Very good	No	Make it easier to get in to see a doctor.
40	7/22/25 17:15:46	Very good	Informative and covered my recent DEXA scan and repeat prescription issued. Thank you.	
41	7/22/25 18:37:42	Very good	GP was an absolute pleasure as always. Friendly, approachable, puts you at ease from the minute you enter the room and listens to everything.	
42	7/22/25 18:59:42	Very good	Just pleasant and quick	Nothing
43	7/22/25 19:05:20	Very good	The process from xray, - scan - to treatment, was great and the explanation given for the treatment and then the treatment itself (injection) was also great	
44	7/23/25 9:32:37	Very good	Castlemead has been my Surgery for over 20 yrs and every Dr has gone above and beyond to help me when I need medical intervention. The Nurses also. The team are wonderful and I can't praise enough.	In my eyes there's nothing anyone of the Castlemead team can improve on. Thank you all for what you do and be assured knowing you are all so well appreciated
45	7/23/25 14:55:30	Very good	My doctor very good	
46	7/23/25 16:22:02	Very good	Good communication. Professional manner. Felt listened to	Time keeping.
47	7/23/25 16:28:06	Very good	Because I was treated with Respect and listened to very Pleased experience aliund	
48	7/23/25 17:10:56	Very good	Because the injection didn't actually hurt, unlike when it was previously administered (elsewhere)	

49	7/23/25 17:26:50	Very good	A very pleasant experience with a lovely doctor who put me at ease and explained the procedure to me	Cannot think of anything else well done
50	7/23/25 19:41:14	Very good	Very compassionate doctor.	Everything was to my satisfaction.
51	7/23/25 22:18:39	Very good	Very good	Nothing
52	7/24/25 0:01:21	Very good	Friendly. Talked me through the my injection. Great manner.	
53	7/25/25 9:40:41	Very good		
54	7/25/25 9:45:25	Good		
55	7/26/25 8:28:42	Very good		
56	7/26/25 11:01:54	Very good	Very friendly staff and I never felt rushed by the dr and she went through everything	Nothing it was the best surgery I've been too
57	7/26/25 11:36:32	Very good		
58	7/27/25 9:43:02	Very good		
59	7/27/25 10:13:36	Very good		
60	7/27/25 13:39:15	Very good		
61	7/29/25 13:19:18	Good	The actual GPs are very good, always listen and provide great advice. On this occasion the gp arranged an X-ray for me very quickly.	I really dislike coming into the Pine Close surgery itself. I find the environment to be very difficult & uncomfortable - I understand the surgery itself is small, so there isn't much of a way around this, however the waiting area can feel very intimidating because of this when it's busy. There are far too many leaflets / posters all over the walls, it makes the surgery quite un-inviting as there's so much information to take in
62	7/29/25 19:28:44	Very good	On time and helpful	
63	7/30/25 19:11:50	Very good	Everything went smoothly from reception book in to Doctor and the appointment.	